
Module 9

The NSW Carers Register

Individual Management

Manage individual after authorisation

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Office of the
Children's Guardian

www.ocg.nsw.gov.au



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Introduction

This module provides information on how to manage carers and household members after they have been authorised.

Note: If changes are required for an Application (applicants/household member/household), they need to be managed from inside the Application.

Access to Individual Management

A designated agency can only search its own records within the Carers Register. Only the authorising agency can access the Individual Management function.

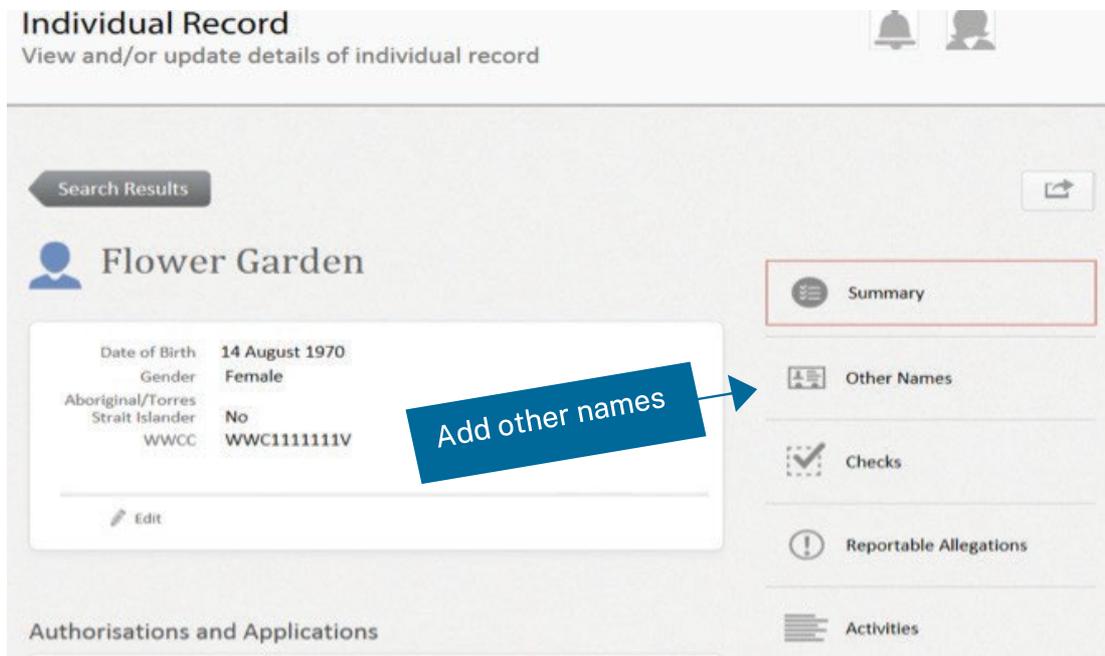
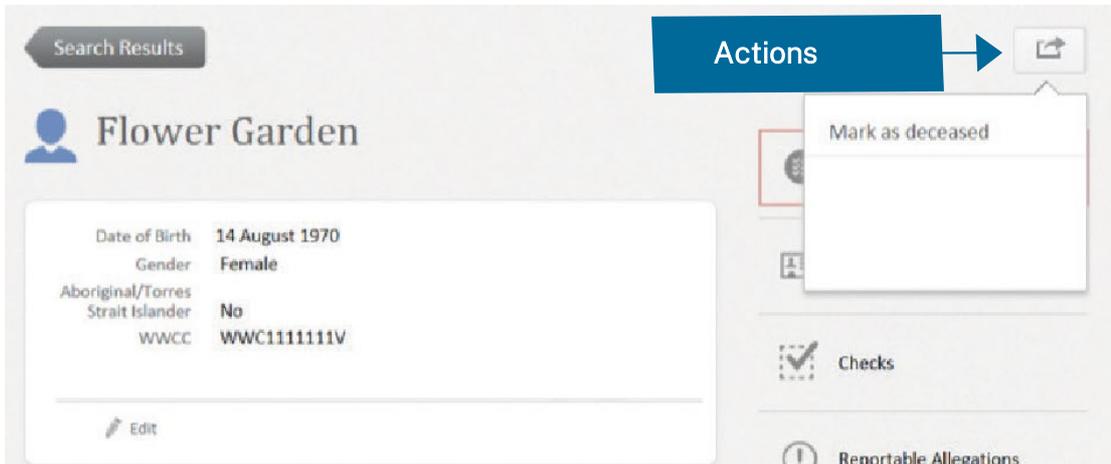
Individual Management Functions

Individual Management functions include:

- Edit name (or add other names)
- Mark a person as deceased
- Update WWC or Community Services checks
- Record or finalise a Reportable Allegation matter
- Cancel a carer authorisation
- Surrender a carer authorisation
- Suspend a carer authorisation
- Change decision – correction
- Change authorisation type.

There are 5 functions in the individual's home view:

- Edit name or add other names
- Checks (update WWC and Community Services checks)
- Record Reportable allegations
- Mark as deceased
- Activities (audit trail)



Individual Management functions associated to a carer's authorisation are:

- Cancel carer authorisation
- Surrender carer authorisation
- Suspend carer authorisation
- Change decision – correction
- Change authorisation type

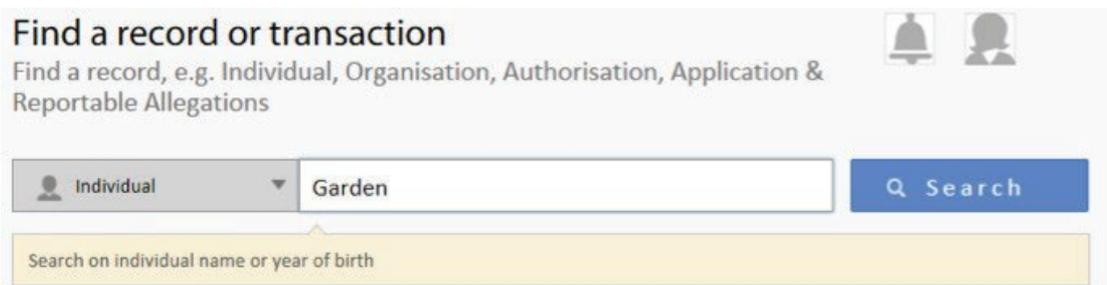


Task 1 Accessing Individual Management

To access Individual Management, search by individual name or year of birth. The more details that are entered, the quicker and more refined the search results will be.

Step 1 Search individual

Step 2 Drill into the correct individual's name



Find a record or transaction
Find a record, e.g. Individual, Organisation, Authorisation, Application & Reportable Allegations

Individual Garden Search

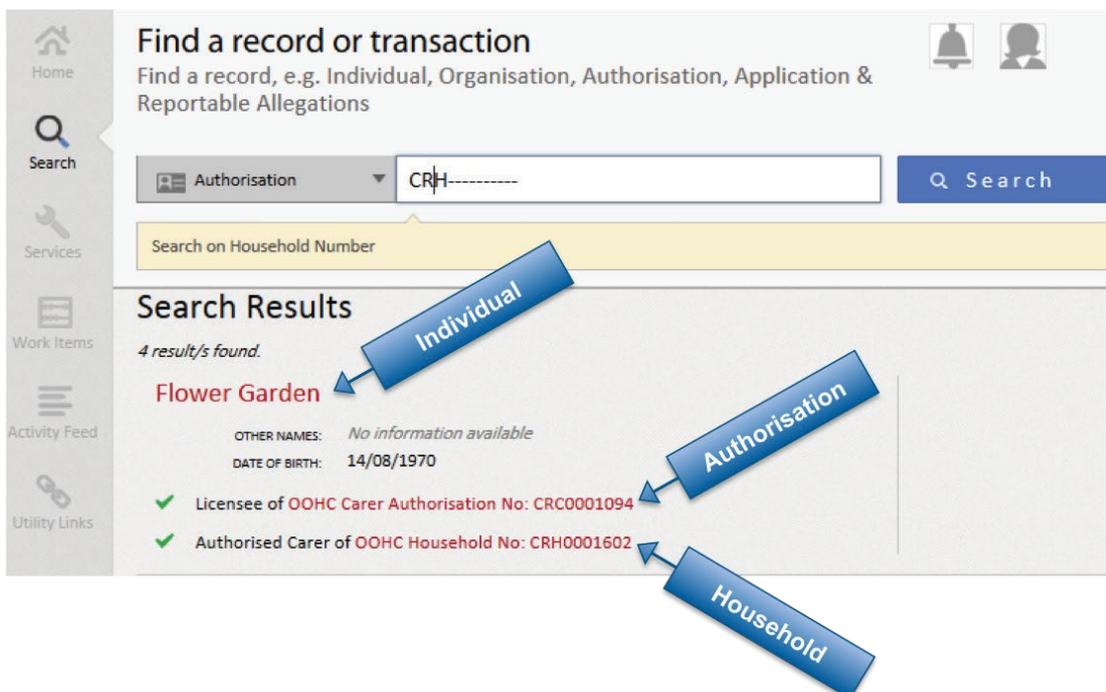
Search on individual name or year of birth

Search results

For an individual: all associated records

For an authorisation: directly to the authorisation

For a household: (authorised carer/household member) all related parties



Find a record or transaction
Find a record, e.g. Individual, Organisation, Authorisation, Application & Reportable Allegations

Authorisation CRH----- Search

Search on Household Number

Search Results
4 result/s found.

Flower Garden

OTHER NAMES: No information available
DATE OF BIRTH: 14/08/1970

- ✓ Licensee of OOHC Carer Authorisation No: CRC0001094
- ✓ Authorised Carer of OOHC Household No: CRH0001602

Annotations: Individual, Authorisation, Household

Task 2 Edit name or add other names

Use this function if an individual changes their name or to record another name (also known as).

An individual may be known by multiple other names; all known information must be entered as it is used to uniquely identify the individual. This includes Last Name (LN), First name (FN), Middle name/s (MN/s), other/previous names (any other name under which the individual may also be known or was previously known as).

Other names can be entered in the first instance or when the other name is identified. An individual can have many other names. All known names must be entered onto the Register.

Note: Other names should only be removed if they are wrong.

System generated alerts

If an individual has a relationship with more than one designated agency the system will generate an alert to those agencies to notify that individual's name has been changed or another name has been added by a designated agency. The receiving agency should conduct a Carers Register search to view changes.

Edit name

Step 1 Search individual

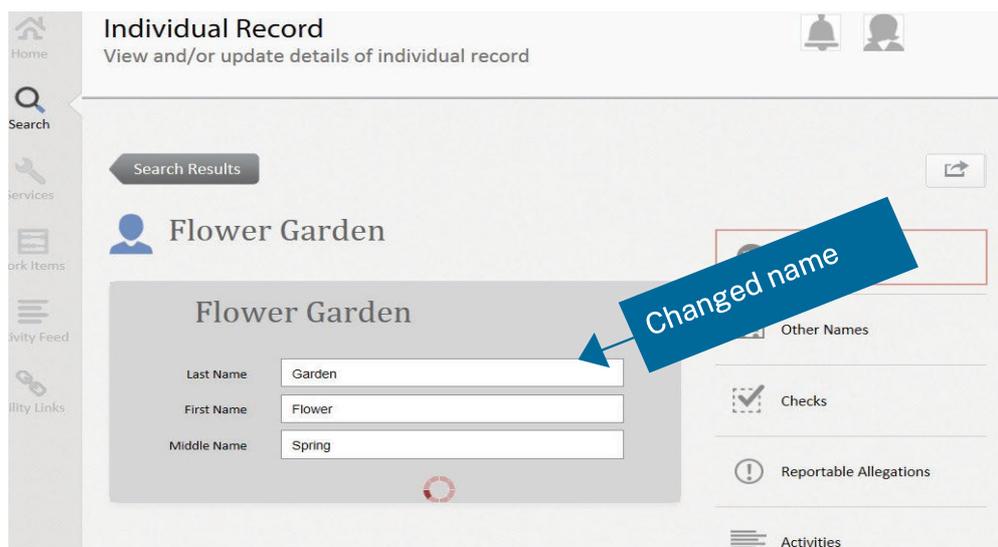
Step 2 Drill into the correct individual's name

Step 3 Select Edit

Step 4 Enter (override) with the changed details

Step 5 Select SAVE

Note: the original name will automatically be generated into other names.



Record other names

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Select Other Names

Step 4 Select Add

Step 5 Enter the details

Step 6 Select SAVE

Step 7 View Other Names - records all names

Individual Record
View and/or update details of individual record

Search Results

Flower Spring Garden

OTHER NAMES

Last Name	First Name	Middle Name	
Garden	Flower		Delete

Summary

- Other Names
- Checks
- Reportable Allegations
- Activities

Flower Spring Garden

OTHER NAMES

Last Name: Field
First Name: Flower
Middle Name: Spring

CANCEL SAVE

Flower Spring Garden

OTHER NAMES

Last Name	First Name	Middle Name	
Garden	Flower		Delete
Field	Flower	Spring	Delete

Delete

Task 3 Mark as deceased

Use this function to record a person as deceased.

Note: When searching the Carers Register some authorised carers, carer applicants or household members who show as withdrawn or cancelled 'no concerns' may be deceased. This knowledge may cause distress to Aboriginal or Torres Strait Islander people. Agencies should make sure that enquiries about past records are treated sensitively and respectfully.

Marking a person as deceased will:

- Withdraw any carer applications (including provisional authorisations)
- Cancel any carer authorisations
- End date any household member roles.

Search results

- Deceased individuals are returned in search results but are not selectable.
- The word 'deceased' does not display anywhere online (except in the action to record person as deceased):
 - Application stage deceased will be displayed as 'Withdrawn – no concerns'
 - Authorised carers will be displayed as 'Withdrawn – no concerns'
 - Household member will be displayed as 'Withdrawn' (both at application and authorisation stage).

To mark a person as deceased

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Search individual

Step 4 Select Actions

Step 5 Select Mark as deceased

Step 6 Enter deceased date (date the person dies or the date the agency became aware that the person had died)

Step 7 Select SUBMIT

Individual Record
View and/or update details of individual record

Home Search Services Work Items Activity Feed Utility Links

Search Results

Flower Spring Garden

Date of Birth	14 August 1970
Gender	Female
Aboriginal/Torres Strait Islander	No
WWCC	WWC1111111V

[Edit](#)

Authorisations and Applications

Actions

- Mark as deceased
- Checks
- Reportable Allegations
- Activities

Individual Details

Eva Brown

Date of Birth: 16 January 1997

Deceased date:

Task 4 Individual Checks

Use this function to update a WWCC or Community Services check.

Individual Checks (WWCC and Community Services checks)

The Individual Checks are initially recorded during the application process. Any subsequent changes are recorded through the Individual Management process.

The Individual Checks section of the Carers Register should always detail current information and the relevant designated agency must update the records in the Carers Register Individuals Checks section as required i.e., a new WWCC expiry date as required or Community Service check record for each authorising agency.

In addition to the 'Individual Checks', the 'Carer Pre Authorisation Requirements' and the 'Household Member Final Determination Questions' must be completed as a record that the authorising agency has completed and is satisfied that the relevant check indicates that it is appropriate for the individual to be authorised as an OOHC carer or for a household member to reside in the home of an authorised carer.

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Drill into Authorisation

Step 4 Select applicable Check

Step 5 Enter the relevant check information

Step 6 Select Save

Individual Checks

Working With Children Check (WWCC)

Application Number

Clearance Number

Expiry Date

Status

Community Services Check

Agency

Date Completed

Summary

Other Names

Checks

Reportable Allegations

Activities

Task 5 Reportable Allegations

Use this function to record or finalise a Reportable Allegation matter.

Carers Register reportable allegation information

These business rules provide guidance to designated agencies about:

- recording reportable allegations on the Carers Register, and
- sharing information with other agencies, relating to reportable allegations flagged on the register, in line with the information sharing provisions under the *Children and Young Persons (Care and Protection) Act 1998*.

In particular, the rules provide guidance on exchange of information in relation to highly sensitive matters.

Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998* prioritises the safety, welfare, and wellbeing of a child or young person over an individual's right to privacy. It allows information to be exchanged between prescribed bodies despite other laws that prohibit or restrict the disclosure of personal information. Provisions of Chapter 16A have been in place for some time.

In addition, amendments made to the Children and Young Persons (Care and Protection) Regulation 2012 require the exchange of relevant information between designated agencies for the purpose of assessing the suitability of individuals who wish to provide statutory out-of-home care, and individuals who reside at the home of an authorised carer or carer applicant.

Recording reportable allegations on the Carers Register

Current reportable allegations

The **current reportable allegation flag** must be recorded on the Carers Register in circumstances where an agency is currently investigating an allegation concerning an authorised carer or adult household member that is either:

- a reportable allegation within the meaning of section 18 of the *Children's Guardian Act 2019*, or
- an allegation of conduct of a class or kind exempted from being reportable conduct under a class or kind determination issued by the Children's Guardian under section 30 of that Act or previously by the Ombudsman under section 25CA of the *Ombudsman Act 1974*.

Reportable conduct and reportable allegations are defined in Fact Sheet 1: Identifying reportable allegations on the NSW Office of the Children's Guardian website at www.ocg.nsw.gov.au

The designated agency (that has or had a relationship with the individual) is responsible for entering the reportable allegation onto the Carers Register as soon as practicable after the head of entity has formally notified the Children's Guardian of the reportable allegation. The Carers Register records the allegation date but does not record any detail of the allegation.

The Carers Register also maintains a permanent record of finalised reportable allegations where a decision has been made by the agency that an information sharing flag should be retained. This will occur where the agency has information that may relate to the safety, welfare or wellbeing of a child in out of home care, or children in out of home care more generally.

Finalised reportable allegations

The agency has obligations to update the Carers Register when it has completed its investigation of a reportable allegation. The designated agency should determine whether there are any ongoing risks, (or information that should otherwise be shared), which would need to be disclosed should the involved individual be a carer applicant, existing carer or adult household member with another agency. The critical factor is not whether an allegation is sustained or not sustained, but whether there is information that may relate to the safety, welfare or wellbeing of a child in out of home care, or children in out of home care more generally. If your agency holds any information relevant to ongoing risks to children, the carer's register flag should be retained.

Where a designated agency determines that there may be such ongoing risks, then the agency should select '**finalise reportable allegation – contact agency**' when it finalises the matter on the Carer's Register.

In other matters, a designated agency should select '**finalise reportable allegation – no record**'. In these cases, the records relating to the reportable allegation will not be able to be viewed by another designated agency.

Contact the NSW Office of the Children's Guardian

In a relatively small number of both current and finalised cases, there will be highly sensitive issues in play. In these cases, the NSW Office of the Children's Guardian will make a decision to place a 'Contact the NSW Office of the Children's Guardian' flag against the reportable allegation. When this flag is recorded against a reportable allegation, designated agencies must seek advice from the NSW Office of the Children's Guardian about how to proceed **before** taking any other action. This includes not discussing the allegation with any other person or agency, including the person the subject of the allegation, and not continuing with any probity checks related to the individual or their adult household members¹.

Designated agencies will need to contact the Reportable Conduct Scheme Directorate within the Office of the Children's Guardian via email at reportableallegations@ocg.nsw.gov.au.

Exchange of information relating to reportable allegations

In circumstances where an individual has a **current** or **finalised** reportable allegation flag on the register, designated agencies should contact the designated agency responsible for investigating the allegation and utilise the provisions of the *Children and Young Persons (Care and Protection) Act 1998* to exchange any information that may relate to the safety, welfare or wellbeing of a child in out of home care, or children in out of home care more generally. This includes circumstances in which:

- a designated agency is assessing a carer applicant or undertaking probity checks on their adult household members, or
- a designated agency receives an automatic alert to advise them that a reportable allegation has been lodged on the Carers Register, against an individual they also have a relationship with.

Reportable allegations

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Drill into Authorisation

Step 4 Select Reportable Allegation Tab

The screenshot shows the 'Individual Record' page for 'Roger Rabbit'. The page title is 'Individual Record' with a subtitle 'View and/or update details of individual record'. There are notification and profile icons in the top right. Below the title is a 'Search Results' button and a share icon. The main content area features a profile card for 'Roger Rabbit' with the following details: Date of Birth: 07 September 1967, Gender: Male, Aboriginal/Torres Strait Islander: No, WWCC: WWC1111111V. Below the profile card is an 'Edit' button. To the right of the profile card is a list of tabs: Summary, Other Names, Checks, and Reportable Allegations. The 'Reportable Allegations' tab is highlighted with a red border and a blue arrow pointing to it from a blue box labeled 'Reportable Allegations'.

¹ Please note: This does not preclude you from discussing child protection concerns, or matters relevant to a child protection investigation, with either NSW Police or Department of Communities and Justice.

Step 5 Select ADD

Individual Record
View and/or update details of individual record

Search Results

Ocellie Ocgegplant

Reportable Allegations

All allegations against authorised carers or adult household members that are:

- reportable allegations within the meaning of section 18 of the Children's Guardian Act 2019, or
- allegations of conduct of a class or kind exemption from being reportable conduct under section 18 of that Act, must be recorded on the Carers Register.

When a record shows 'Contact the NSW Office of the Children's Guardian', designated agencies must seek advice from the NSW Office of the Children's Guardian about how to proceed before taking any other action: this includes not discussing the allegation with any other person or agency, including the person the subject of the allegation, and not continuing with any probity checks related to the individual or their adult household members.

Refer to the Carers Register User Guide for further instructions.

ADD → ADD

Step 6 Enter Allegation date (the date the head of agency becomes aware of the allegation)

Step 7 Select SAVE

Individual Record
View and/or update details of individual record

Search Results

Ocellie Ocgegplant

Reportable Allegations

All allegations against authorised carers or adult household members that are:

- reportable allegations within the meaning of section 18 of the Children's Guardian Act 2019, or
- allegations of conduct of a class or kind exemption from being reportable conduct under section 18 of that Act, must be recorded on the Carers Register.

When a record shows 'Contact the NSW Office of the Children's Guardian', designated agencies must seek advice from the NSW Office of the Children's Guardian about how to proceed before taking any other action: this includes not discussing the allegation with any other person or agency, including the person the subject of the allegation, and not continuing with any probity checks related to the individual or their adult household members.

Refer to the Carers Register User Guide for further instructions.

ADD

Agency: OCG Test 2 17.2

Allegation Date:

Allegation Date

CANCEL SAVE

Save

Note: The Reportable Allegation status will remain as a Current Reportable Allegation until it is finalised. See Reportable Allegation business rules before finalising a Reportable Allegation or instruction on how to proceed if 'Contact the NSW Office of the Children's Guardian' has been selected.

Step 8 Finalise a Reportable Allegation

To finalise a Reportable Allegation select Edit and Status dropdown and select one of the following:

1. Finalised Reportable Allegation – no record
2. Finalised Reportable Allegation - contact agency

Enter the Allegation finalised date and click SAVE.

The screenshot shows the 'Edit' form for a Reportable Allegation. At the top, a summary box displays the following information:

Reference Number	1-7683548363
Designated Agency	OCG Test 2 17.2
Date of Allegation	13/02/2020
Status	Current Reportable Allegation

Below this summary is an 'Edit' button with a pencil icon. A blue callout box labeled 'Edit' points to this button.

The main form contains the following fields:

- Agency:** OCG Test 2 17.2
- Allegation Date:** 13/02/2020
- Status:** Please Select (dropdown menu)
- Allegation Finalised Date:** (empty text field)

At the bottom of the form are two buttons: 'CANCEL' and 'SAVE'. A blue callout box labeled 'Save' points to the 'SAVE' button.

Additional blue callout boxes on the right side of the form point to the 'Status' dropdown and the 'Allegation finalised date' field, with labels 'Status' and 'Allegation finalised date' respectively.

Reportable Allegation Search View

To Search for a Reportable Allegation, use the Search function and either

1. enter the Reportable Allegation Reference Number or
2. enter the individual's name.

If a reportable allegation has been marked:

- Finalised reportable allegation – no record, only the recording agency can view the record
- Finalised reportable allegation – contact agency, the recording agency and any other agency that has or had a relationship with the individual can view the record.
- Contact the NSW Office of the Children's Guardian, the recording agency and any other agency that has or had a relationship with the individual can view the record.

1. Search by entering the Reportable Allegation Reference number

Step 1 Enter the Reportable Allegation Reference Number using the Search function

Details of Reportable Allegations will be displayed.

Find a record or transaction
Find a record, e.g. Individual, Organisation, Authorisation, Application, Reportable Allegations & Address

Reportable Allegation 1-7683596423 Search

Search on reportable allegation number

Search Results

1 result/s found.

Ocellie Ocgegplant

REFERENCE NUMBER:	1-7683596423
SUB TYPE:	Historic Reportable Allegation
CATEGORY:	Finalised Reportable Allegation - contact agency
LODGING ORGANISATION:	OCG Test 2 17.2
REQUEST TYPE:	Reportable Allegation
DATE OF ALLEGATION:	14/02/2020
ALLEGATION FINALISED:	28/02/2020

TOP

2. Search by the Individual's name

Step 1 Enter the Individual's name using the Search function

Step 2 Select Reportable Allegations

Details of Reportable Allegations will be displayed.

The screenshot shows the 'Individual Record' page for Ocgellie Ocgeggplant. The page title is 'Individual Record' with the subtitle 'View and/or update details of individual record'. A sidebar on the left contains navigation icons for Home, Search, Services, Work Items, Activity Feed, and Utility Links. The main content area is titled 'Search Results' and features a profile card for Ocgellie Ocgeggplant. Below the profile card, there is a section for 'Reportable Allegations' with a yellow background. This section contains a list of allegations and a detailed explanation of what constitutes a reportable allegation. A blue callout box labeled 'Reportable Allegations' points to the list. To the right of the main content, there is a sidebar with menu items: Summary, Other Names, Checks, Reportable Allegations (highlighted with a red border), and Activities. Below the main content, there is an 'ADD' button and a detailed view of a specific allegation. A blue callout box labeled 'Details' points to this detailed view. The detailed view shows the following information:

Reference Number	1-7683596423
Designated Agency	OCG Test 2 17.2
Date of Allegation	14/02/2020
Allegation Finalised Date	28/02/2020
Status	Finalised Reportable Allegation - contact agency

Below the table is an 'Edit' button.

Task 6 Cancel Carer Authorisation

Use this function to cancel a carer's authorisation. There are two options.

Cancelled with concerns (by the agency): a designated agency may cancel a carer's authorisation. Selecting Cancelled – with concerns indicates that the carer's authorisation has been cancelled due to concerns relating to complying with the carer authorisation conditions, obligations or restrictions, a sustained reportable allegation or a WWCC bar.

Cancelled no concerns (by the agency): a designated agency may cancel a carer's authorisation. Selecting Cancelled – no concerns indicates that the carer authorisation has been cancelled by the agency due to general suitability for the person to continue as an authorised carer.

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Drill into Authorisation

Step 4 Drill into Actions icon

The screenshot displays the 'OOHC Carer Authorisation # CRC0001094' page. Key details include:

- Start Date:** 7/08/2014
- Carer's Name:** Flower Spring Garden
- Designated Agency:** OCG TEST
- Responsible Location:** OCG-Surry Hills

AUTHORISATION TYPE: Statutory Foster Care - Carer is authorised to provide Statutory Foster Care, Relative/Kin Care and Supported Care (Current, Start Date: 7/08/2014, End Date: [blank]).

Related:

- OCG TEST** (Current): Role: Designated Agency (7/08/2014 - present)
- Flower Spring Garden** (Current): Role: Licensee (7/08/2014 - present)

The 'Actions' dropdown menu is open, showing the following options:

- Cancel carer authorisation
- Surrender carer authorisation
- Suspend carer authorisation
- Change decision - correction
- Change authorisation type

Step 5 Select from the drop-down list of reasons:

- Authorisation cancelled – no concerns
- Authorisation cancelled – with concerns

Step 6 Enter the Cancellation date

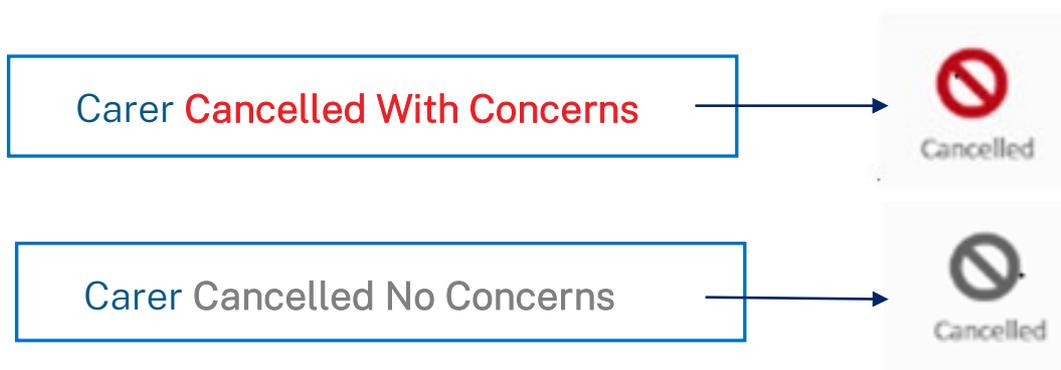
Step 7 Select SUBMIT

Note: If there is only one authorised carer against a household, the household will be automatically cancelled.

The screenshot shows a web form titled "OOHC Carer Authorisation Details" for "Authorisation # CRC0001094". The form is for "Cancel carer authorisation". A yellow banner at the top says "Change the OOHC Carer Authorisation status as required. Consult the Carers Register User Guide." Below this is a red warning triangle icon and the text "This authorised carer will be cancelled on the following OOHC household: CRH0001602". The form has two main input fields: "Reason" with a dropdown menu currently set to "Authorisation cancelled - no concerns" and "Cancellation date" with an empty text box. At the bottom, there are two buttons: a grey "CANCEL" button and a red "SUBMIT" button.

Search View – traffic lights

The following traffic lights will show in the Search view.



Task 7 Surrender Carer Authorisation

Use this function to surrender a carer's authorisation.

Surrendered no concerns (by the carer): an authorised carer may surrender their carer authorisation. Selecting Surrendered – no concerns indicates that the carer has surrendered their authorisation without the presence of a pending investigation or current concern that may lead the designated agency to determine that the authorised carer should be marked as cancelled with concerns, in this case select Surrender – with concerns.

Surrendered with concerns (by the carer): an authorised carer may surrender their carer authorisation. Selecting Surrendered – With concerns indicates that the carer has surrendered their authorisation with a pending investigation or current concern that may lead the designated agency to determine that the authorised carer should be marked as Cancelled – with concerns.

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Drill into Authorisation

Step 4 Drill into Actions icon

Step 5 Select Surrender carer authorisation

The screenshot shows the 'Individual Details' page for 'OOHC Carer Authorisation # CRC0001094'. The carer's name is 'Flower Spring Garden', the designated agency is 'OCG TEST', and the responsible location is 'OCG-Surry Hills'. The start date is 7/08/2014. The authorisation type is 'Statutory Foster Care - Carer is authorised to provide Statutory Foster Care, Relative/Kin Care and Supported Care', which is currently active. Below this, there are two related entities: 'OCG TEST' (Designated Agency) and 'Flower Spring Garden' (Licensee), both active since 7/08/2014. A dropdown menu is open, showing options: 'Cancel carer authorisation', 'Surrender carer authorisation', 'Suspend carer authorisation', 'Change decision - correction', and 'Change authorisation type'. The 'Surrender carer authorisation' option is highlighted by a blue callout box. Another blue callout box labeled 'Actions' points to the 'Actions' icon in the top right corner. A third blue callout box labeled 'Carer Authorisation' points to the 'OOHC Carer Authorisation # CRC0001094' header.

Step 6 Select from the drop-down list of reasons:

- Surrendered by carer – no concerns
- Surrendered by carer – with concerns

Step 7 Enter the Surrender date

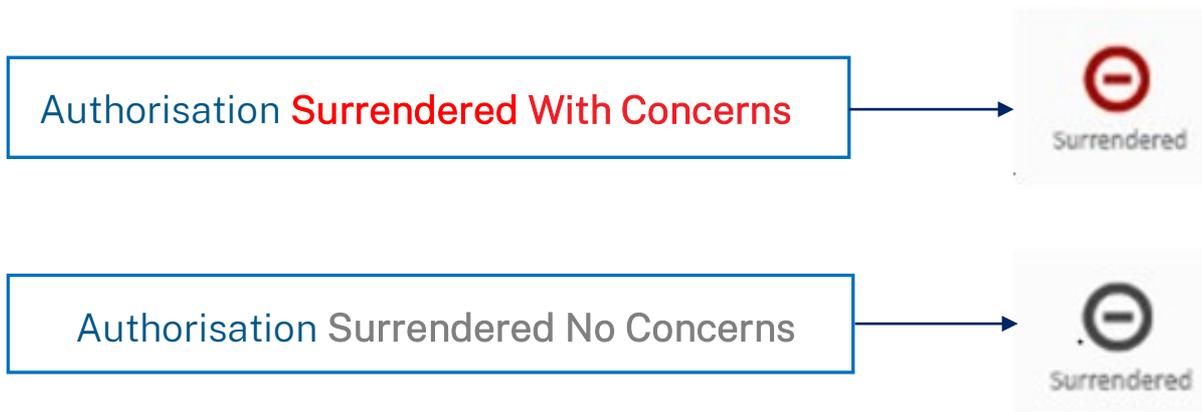
Step 8 Select SUBMIT

Note: If there is only one authorised carer against a household, the household will be automatically cancelled.

The screenshot shows a web form titled "OOHC Carer Authorisation Details". Below the title, it displays "Authorisation # CRC0001094". The section is titled "Surrender carer authorisation". A yellow warning box contains the text: "Change the OOHC Carer Authorisation status as required. Consult the Carers Register User Guide." Below this, a red warning icon is followed by the text: "This authorised carer will be surrendered on the following household: CRH0001602". There are two input fields: "Reason" with a dropdown menu currently showing "Please Select" and a red asterisk, and "Surrendered date" with a text box and a red asterisk. At the bottom, there are two buttons: a grey "CANCEL" button and a red "SUBMIT" button.

Search View – traffic lights

The following traffic lights will show in the Search view.



Task 8 Suspend Carer Authorisation

Use this function to suspend a carer's authorisation.

Suspended (by the agency): a designated agency may suspend a carer's authorisation during an investigation or pending action that has been prescribed by the designated agency for the carer to maintain continued suitability. A carer's authorisation must be suspended where the carer resides with an applicant, authorised carer or household member that has a WWCC bar or interim bar.

Lift a suspension: If an authorisation was **suspended** and the suspension successfully appealed or overturned, the authorisation can be restored to **current** and no record of the suspension or appeal transaction is displayed in the Carers Register.

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Drill into Authorisation

Step 4 Drill into Actions icon

Step 5 Select Suspend carer authorisation

The screenshot shows the 'Individual Details' page for 'OOHC Carer Authorisation # CRC0001094'. The page includes a sidebar with 'Services', 'Activity Feed', and 'Utility Links'. The main content area displays the following information:

- Start Date:** 7/08/2014
- Carer's Name:** Flower Spring Garden
- Designated Agency:** OCG TEST
- Responsible Location:** OCG-Surry Hills

AUTHORISATION TYPE

- Current:** Statutory Foster Care - Carer is authorised to provide Statutory Foster Care, Relative/Kin Care and Supported Care. Start Date: 7/08/2014, End Date: (blank).

Related

- OCG TEST:** Role: Designated Agency (7/08/2014 - present)
- Flower Spring Garden:** Role: Licensee (7/08/2014 - present)

The 'Actions' dropdown menu is open, showing the following options:

- Cancel carer authorisation
- Surrender carer authorisation
- Suspend carer authorisation
- Change decision - correction
- Change authorisation type
- Attachments

Blue callout boxes highlight the 'Carer Authorisation' link in the sidebar, the 'Suspend carer authorisation' option in the dropdown menu, and the 'Actions' icon in the top right corner.

The field Reason will be auto populated with Suspension.

Step 6 Enter the Suspension date

Step 7 Select SUBMIT

Note: If there is only one authorised carer against a household, the household will be automatically suspended.

The screenshot shows the 'OOHC Carer Authorisation' interface. At the top, there is a header with the title 'OOHC Carer Authorisation' and two icons: a bell and a person. Below the header is a dark grey button labeled 'OOHC Carer Authorisation Details'. The main content area displays 'Authorisation # CRC0001094' and a section titled 'Suspend carer authorisation'. A yellow warning box contains the text: 'Change the OOHC Carer Authorisation status as required. Consult the Carers Register User Guide.' Below this, there are two input fields: 'Reason' with the value 'Suspended' and 'Suspension date' which is empty. At the bottom, there are two buttons: a grey 'CANCEL' button and a large red 'SUBMIT' button.

Search View – traffic lights

The following traffic light will show in the Search view.

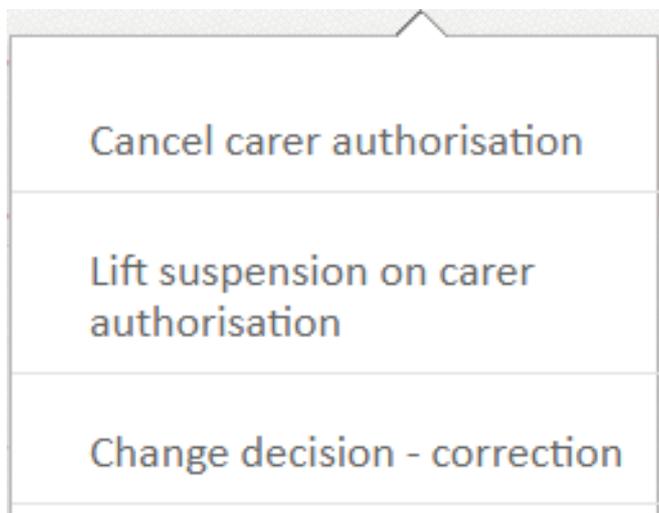


Lift the Suspension

Once the suspension has been lifted the authorisation will be restored to current. Lifting suspension will not be recorded in the search view until the following day.

If the carer authorisation has been suspended the Individual Management functions are restricted to:

- Cancel carer authorisation (see previous task)
- Lift suspension on carer authorisation
- Change decision correction (covered in next task)



Authorisation # CRC0013907 suspended on 30 Apr 2020

Lift suspension on carer authorisation

Change the OOHC Carer Authorisation status as required. Consult the Carers Register User Guide.

Effective date

DD/MM/YYYY *

CANCEL

SUBMIT

Task 9 Change Decision

Use this function to change an authorisation decision.

After an application has been finalised, or a carers authorisation has been cancelled, suspended or surrendered, the decision may need to be changed:

1. The user made an error which needs to be corrected
2. The carer successfully appeals the decision and the decision needs to be changed

'Cancelled with concerns' can be changed to 'cancelled no concerns' or restored to current (back to the approved record).

'Withdrawn no concerns' (application stage) can be changed to 'withdrawn with concerns' or restored to application.

Note: The history of the decision/reason is not shown online, the decision is simply changed in the Carers Register. Change decision are however audited and viewable in the individuals Activity TAB.

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Drill into Authorisation

Step 4 Drill into Actions icon

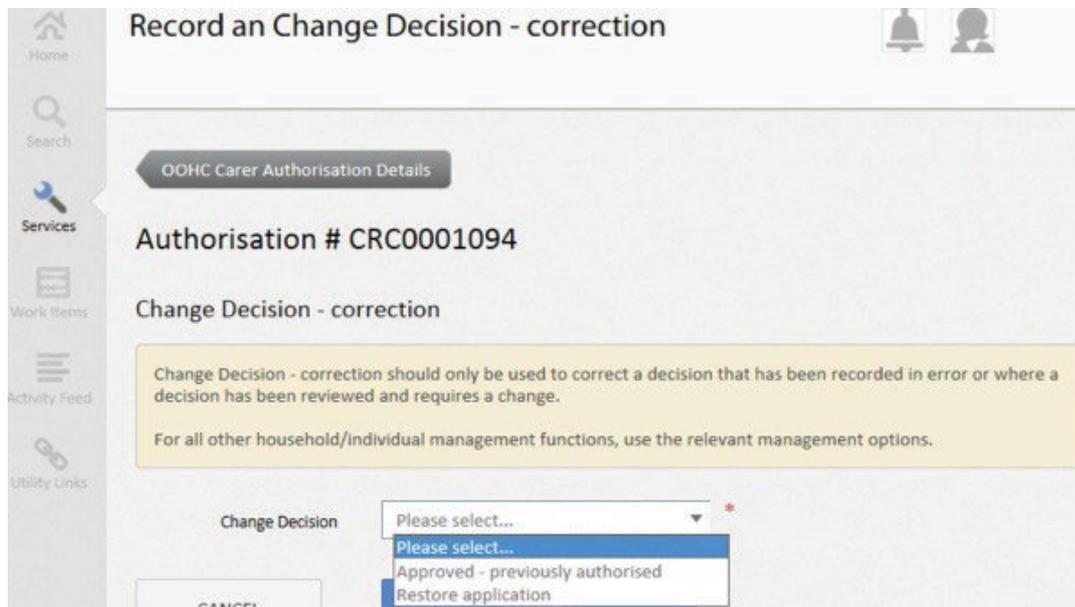
Step 5 Select Change decision - correction

The screenshot displays the 'Individual Details' page for 'OOHC Carer Authorisation # CRC0001094'. The page includes a sidebar with navigation options like 'Services', 'Activity Feed', and 'Utility Links'. The main content area shows the authorisation details, including the start date (7/08/2014), carer's name (Flower Spring Garden), designated agency (OCG TEST), and responsible location (OCG-Surry). Below this, the 'AUTHORISATION TYPE' is listed as 'Statutory Foster Care - Carer is authorised to provide Statutory Foster Care, Relative/Kin Care and Supported Care'. The 'Related' section shows 'OCG TEST' as the Designated Agency and 'Flower Spring Garden' as the Licensee. On the right side, there is an 'Actions' menu with options: 'Cancel carer authorisation', 'Surrender carer authorisation', 'Suspend carer authorisation', 'Change decision - correction', and 'Change authorisation type'. A blue callout box labeled 'Change decision - correction' points to the corresponding option in the menu. Another blue callout box labeled 'Carer Authorisation' points to the title of the page. A third blue callout box labeled 'Actions' points to the menu icon in the top right corner.

Step 6 Select from the drop-down list of options:

- Approved - previously authorised
- Restore application

Step 7 Select SUBMIT



Task 10 Change Authorisation Type

Use this function to change a carer's authorisation type.

Change authorisation is the function used to change a Change Statutory Foster Care to Other Care or vice versa after authorisation:

Scenario 1. A carer has been assessed and trained to provide Statutory Foster Care (all types of care) and then over time chooses to provide only relative/kin care, so the carer reviews only include relative/kin considerations.

Scenario 2. A carer has been assessed and trained to provide Other Care (relative/kin or supported care) and then over time decided that they would like to provide foster care after they have completed any additional assessment or training requirements.

Authorisation types:

- Statutory Foster Care: the carer is authorised to provide all types of care including foster care, statutory relative/kin care and supported out of home care.
- Other Care: the carer is authorised to provide statutory relative/kin care and supported out of home care but not foster care.

Step 1 Search individual

Step 2 Drill into the correct individual's name

Step 3 Drill into Authorisation

The screenshot shows the 'Individual Details' page for 'OOHC Carer Authorisation # CRC0001094'. The carer's name is 'Flower Spring Garden', and the designated agency is 'OCG TEST'. The current authorisation type is 'Statutory Foster Care - Carer is authorised to provide Statutory Foster Care, Relative/Kin Care and Supported Care'. The page also lists related entities: 'OCG TEST' (Designated Agency) and 'Flower Spring Garden' (Licensee). A dropdown menu is open, showing options like 'Cancel carer authorisation', 'Surrender carer authorisation', 'Suspend carer authorisation', 'Change decision - correction', and 'Change authorisation type'. Blue callout boxes with arrows point to the 'Carer Authorisation' header, the 'Actions' icon, and the 'Change authorisation type' option.

Step 4 Drill into Actions icon

Step 5 Select Change authorisation type

The new authorisation type will be prepopulated.

Step 6 Select SUBMIT

Note: The system will generate the option i.e., if a carer has been recorded to provide Statutory Foster Care, the option will be 'Other Care'.

The screenshot shows a web interface for 'OOHC Carer Authorisation Details'. The main heading is 'Authorisation # CRC0001094'. Below this is a section titled 'Change authorisation type'. A yellow box contains the text 'Current authorisation type (class) is Statutory Foster Care'. Underneath, there is a label 'New Authorisation Type' next to a dropdown menu that has 'Other Care' selected. A red asterisk is visible to the right of the dropdown. At the bottom of the form are two buttons: 'CANCEL' and 'SUBMIT'. On the left side of the page, there is a vertical navigation menu with icons and labels for 'Search', 'Services', 'Work Items', 'Activity Feed', and 'Utility Links'.

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